



National Reading Challenge 2019 Frequently Asked Questions (FAQs)

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Section 1: General

1. What is the National Reading Challenge?

The National Reading Challenge is organised by the National Library Board to encourage Singaporeans to read more and form a reading habit. This is the inaugural Challenge.

2. How does the National Reading Challenge work?

Lucky draw chances will be allocated to participants when they borrow physical library items or eBooks from NLB's collection. Participants stand to win lucky draw prizes including a pair of Singapore Airlines economy class tickets to Brisbane, Microsoft Go tablets, and \$200 worth of Capitaland shopping vouchers.

Section 2: Duration of the Challenge

1. When does the Challenge start and end?

The Challenge starts on 1 July 2019 (Monday) to 8 September 2019 (Sunday). This is also known as the "Qualifying Period".

2. When can I register for the Challenge?

You can register anytime from 21 June 2019 till 8 September 2019.

Section 3: Participation Eligibility

1. Who can participate? Must I pay to participate?

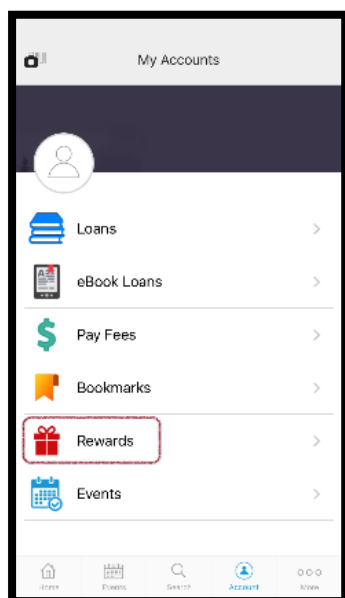
You must be 18 years old and above at the point of registration, and have a library membership (individual) with NLB and a myLibrary User ID. Employees of NLB and their immediate family members (including spouses, children, and parents) are not eligible to participate in the Challenge. Participation in the Challenge is free of charge.

2. How do I register for the Challenge?

To register for the Challenge, you have to sign in with their myLibrary User ID and accept the terms and conditions (available online or through the NLB Mobile app). If you are already a library member, you can create your myLibrary User ID at account.nlb.gov.sg.

3. How will I know if my registration is successful?

You can check the status of your registration and the number of lucky draw chances you have from your library account online (www.nlb.gov.sg/myLibrary) or through the NLB Mobile app (see image below).



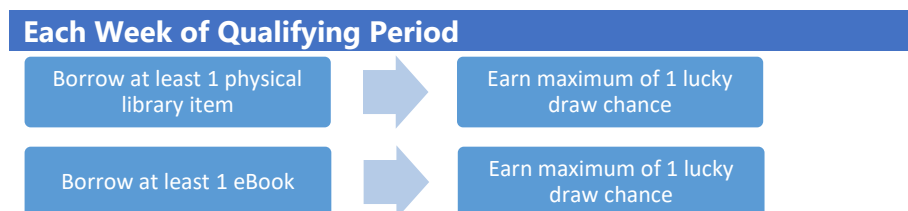
4. How do I withdraw from the Challenge? Would there be penalties imposed?

Once you have registered for the Challenge, you will remain registered till the end of the Challenge. There will be no penalties imposed if you do not record any borrowing activity after registering. You will also not receive any lucky draw chances.

Section 4: Allocation of Lucky Draw Chances

1. How are lucky draw chances allocated?

You will be allocated one lucky draw chance for each week where at least one physical book, physical magazine or physical audio-visual item is borrowed. Another lucky draw chance will be allocated if you borrow an eBook or eAudiobook in the same week:



You can earn a maximum of 2 lucky draw chances each week, and a maximum of 20 lucky draw chances during the 10-week Qualifying Period.

These are illustrated in the scenarios below:

1	<p>Scenario: Amy borrowed 1 physical book on 6 July (Saturday) and another physical book on 7 July (Sunday).</p> <p>Lucky draw allocation: Amy will receive <u>1</u> lucky draw chance for that week, because she can earn a maximum of 1 lucky draw chance each week from physical library items borrowed.</p>
2	<p>Scenario: Ben borrowed 1 physical book on 6 July (Saturday) and another eBook on 7 July (Sunday).</p> <p>Lucky draw allocation: Ben will receive <u>2</u> lucky draw chances for that week, one from the physical book borrowed and another from the eBook borrowed.</p>
3	<p>Scenario: Cathy borrowed 10 physical books on 6 July (Saturday) and another 10 eBooks on 7 July (Sunday).</p> <p>Lucky draw allocation: Cathy will receive <u>2</u> lucky draw chances for that week, one from the physical books borrowed and another from the eBooks borrowed.</p>

2. Are there any restrictions on how I borrow eBooks?

You will be allocated one lucky draw chance for each week where at least one eBook or eAudiobook is borrowed via one of these websites or apps:

- (i) NLB Mobile app
- (ii) catalogue.nlb.gov.sg
- (iii) nlb.overdrive.com or Overdrive app (NLB Collection only)
- (iv) libbyapp.com/library/nlb or Libby app by Overdrive (NLB Collection only).

3. Do I get lucky draw chances when I borrow eNewspapers and eMagazines?

No. Borrowing of eNewspapers and eMagazines do not qualify you for lucky draw chances.

4. What is the maximum number of lucky draw chances that I can get?

A maximum of 1 lucky draw chance is given if you borrow at least 1 physical library item in a week. A maximum of 1 lucky draw chance is given if a you borrow at least 1 eBook/eAudiobook from NLB's collection listed in Q2 above.

Based on these parameters, you can obtain a maximum of 2 lucky draw chances a week, and a total of 20 lucky draw chances during the 10-week Qualifying Period.

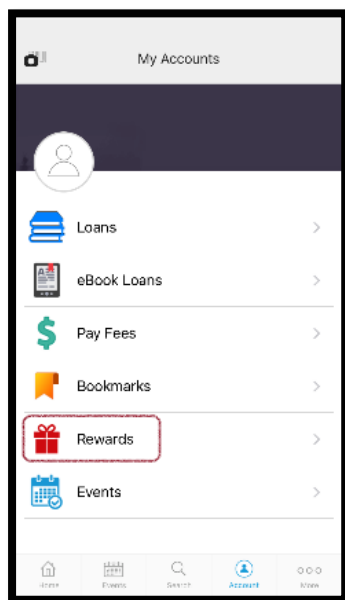
5. Can I get lucky draw chances from the books that I have borrowed before I register for the Challenge?

As long as an eligible library member registers to be a participant at any time before the end of the Qualifying Period, the participant will be allocated lucky draw chances based on the participant's borrowing record during the entire Qualifying Period.

For example, if you are a library member who borrowed at least 1 physical library item every week during the 10-week Qualifying Period, you will be allocated 10 lucky draw chances even if you register on the very last day, i.e., 8 September 2019.

6. How do I view the lucky draw chances that I have obtained? How soon are the chances allocated to participants?

You can view your lucky draw chances from your library account online (www.nlb.gov.sg/myLibrary) or through the NLB Mobile app (see image below). Lucky draw chances will be reflected within 48 hours from the time of borrowing.



Section 5: Prizes

1. What are the prizes that can be won?

The top prize is a pair of Singapore Airlines economy class tickets to Brisbane, and the second and third prizes are Microsoft Go tablets. The next 25 prize winners can look forward to \$200 worth of Capitaland shopping vouchers.

2. When will the Lucky Draw be held?

NLB will hold the lucky draw by 30 September 2019.

3. How will I be notified if I win the lucky draw?

The names of participants who have won lucky draw prizes will be published on NLB's website. Winners will also be contacted by NLB through telephone/email/SMS based on the contact information that the participants have registered with NLB, to arrange prize collection. Winners have to respond within three working days (i.e. weekdays) of being notified.

4. How will I be able to collect my prize? Am I able to get someone to collect the prizes on my behalf?

All prizes have to be claimed within five working days after notification. Prizes must be collected by Winners themselves (with proof of identity acceptable to NLB such as NRIC or Passport).